

# IT Service Desk Monthly Review

March 2025

LEARN - TRANSFORM - COMMUNICATE - ADD VALUE - IMPROVE

## Ticket Totals

**418**

INCIDENT TICKETS  
LOGGED



**1504**

TOTAL TICKETS

**1086**

REQUEST TICKETS  
LOGGED



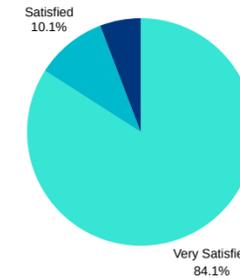
**002**

PROBLEM RECORDS

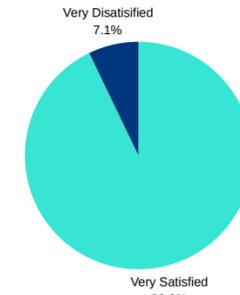
## Feedback

All Feedback Ratings: 153

Of Which Student Ratings: 14



Average rating: 4.69/5.0 (Very Satisfied)



Average rating: 4.71/5.0 (Very Satisfied)

## Contact Totals



No. of phone calls taken: 670 (630 previous month, up 6%)



No. of live chat sessions: 65 (17 previous month, up 282%)



No. of walk-up enquiries: 565 (977 previous month, down 42%)

No. of equipment bookings: 283 (276 previous month, up 30%)

## First Time Fix Rate



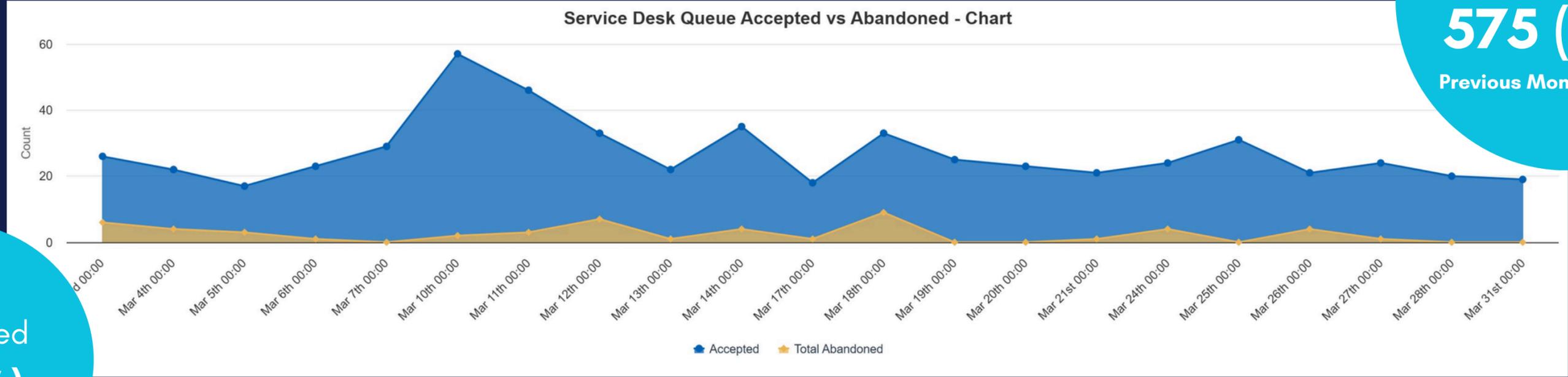
	Current month	Previous month	Academic Year average
Incident	64%	69%	73%
Request	69%	71%	78%
<b>Total</b>	<b>68%</b>	71%	76%



# Communications - Service Desk

Total Accepted  
**575 (92%)**  
 Previous Month - 537 (92%)

Total Abandoned  
**51 (8%)**  
 Previous Month - 30 (5%)



	Current Month	Previous Month
<b>Average Handling Time</b>	06:00	05:49
<b>Average Wait Time</b>	01:18 [Max 37:05]	00:35 [Max 12:30]
<b>% Calls Answered Under 30 secs</b>	76%	88%



# Communications - Room Support

Total Accepted

**95 (94%)**

Previous Month - 91 (98%)

Room Support Chart - Accepted vs Abandoned

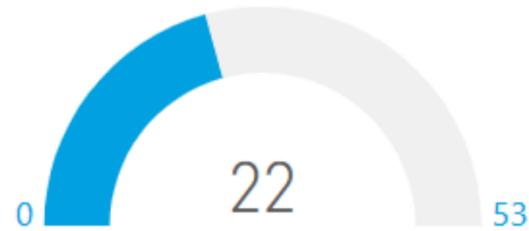


Total Abandoned  
**6 (6%)**

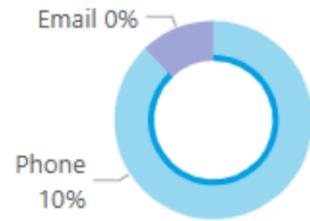
Previous Month - 2 (2%)

	Current Month	Previous Month
<b>Average Handling Time</b>	02:41	02:06
<b>Average Wait Time</b>	00:25 [07:18]	00:21 [4359]
<b>% Calls Answered Under 30 secs</b>	93%	89%

Resolved vs Logged



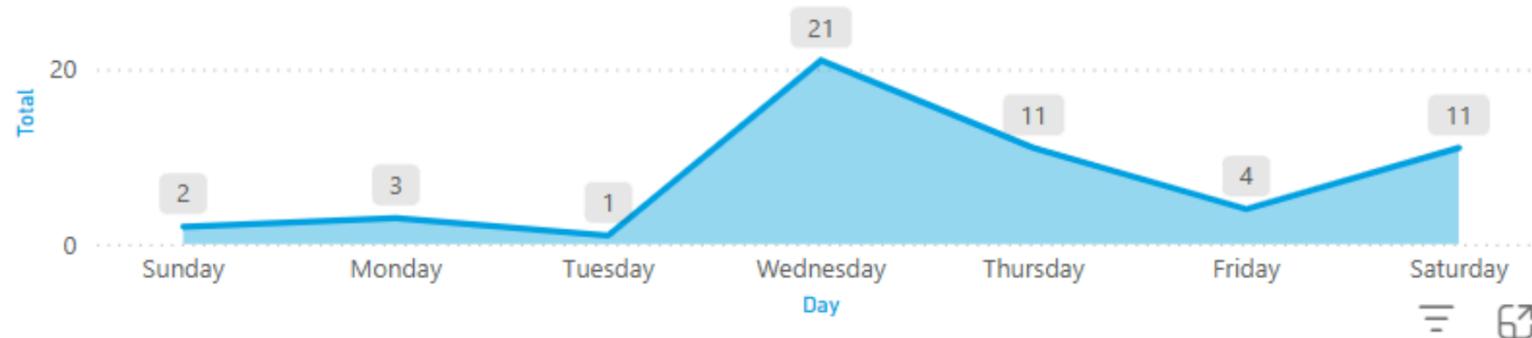
Volume by Channel



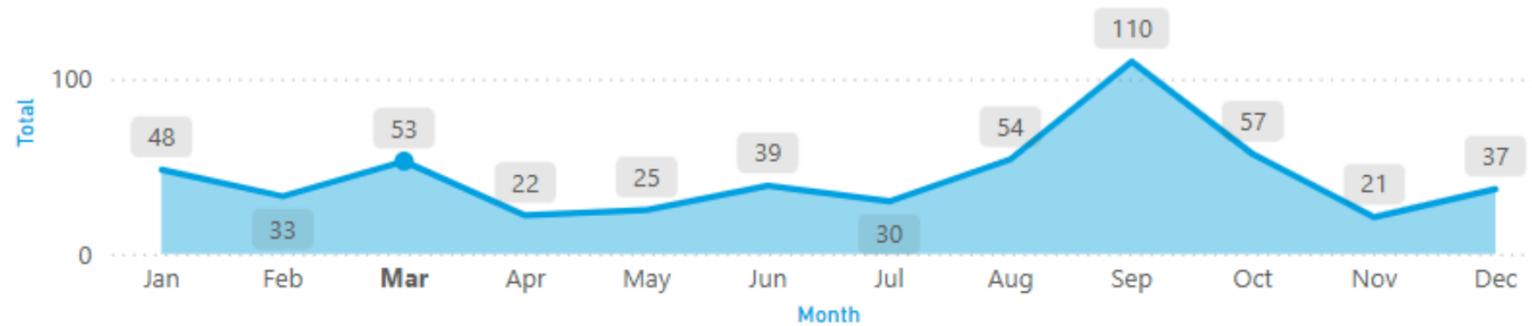
Fix Rate by Channel



Demand by day



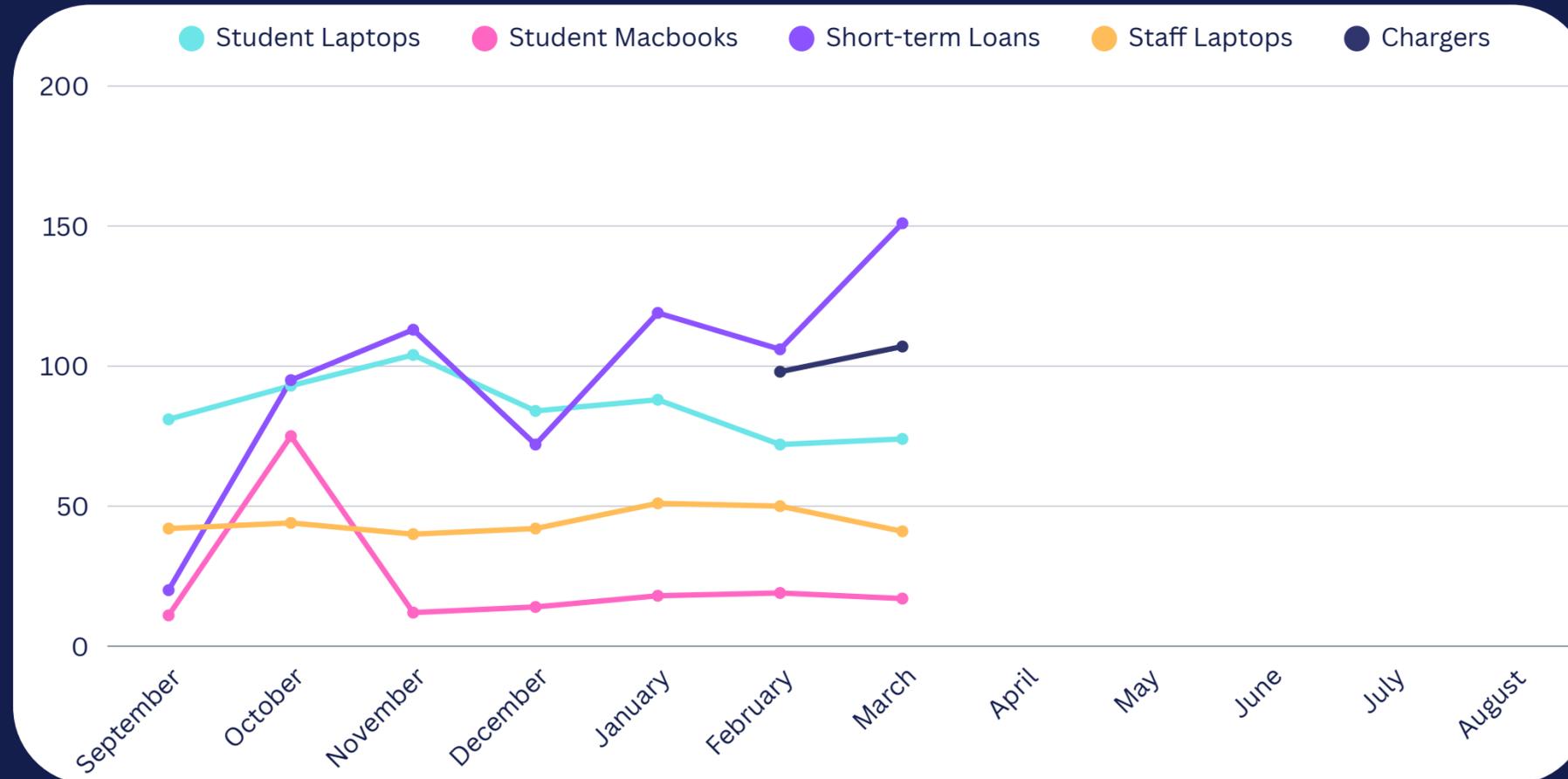
Demand by month



Subject	Total	Fix Rate
Password Reset -> Primary	14	50%
Multi-factor authentication (MFA) -> Post Setup	9	78%
Account -> Permissions and Access	7	
Software -> Specialist	4	25%
Website -> Portal	3	67%
Account -> New Account	2	
Locked -> Primary	2	
Multi-factor authentication (MFA) -> Setup	2	100%
Online Productivity -> Teams	2	50%
Software -> Office	2	50%
Account -> Information	1	
Administration -> Accommodation	1	
Administration -> HR	1	
Equipment Loan -> Laptop	1	100%
Event Management -> Alert	1	
VLE/Courseware -> Lecture Recording	1	
<b>Total</b>	<b>53</b>	<b>42%</b>



# Walk-Up Support



# Service Desk Category Trends

## WHICH ARE OUR TOP INCIDENTS THIS MONTH?

TOP LEVEL CATEGORY: CAMPUS ROOM SUPPORT (62)



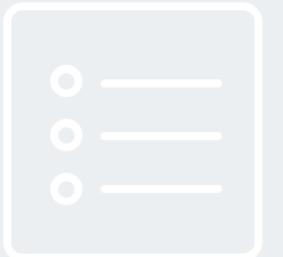
## WHICH ARE OUR TOP REQUESTS THIS MONTH?

TOP LEVEL CATEGORY: N/A (235)



## CAMPUS ROOM SUPPORT DEEP DIVE:

- **Display:** Repeated issues for BY G196 and CH 2006
- **PC:** Dupliate calls for CC004



## N/A DEEP DIVE:

- **N/A** - Quick calls being closed without a category being selected due to a known Sysaid bug.



## WHICH ARE OUR TOP TICKETS HANDLED OUTSIDE THE SERVICE DESK THIS MONTH?

Top Incident Category: Hardware - Laptop (30)

Top Request Category: Hardware - Laptop (39)



# AV Support Trends

